

# COMMUNICATION

## Part 2 RLI





# Aims for the Session

- Develop effective communications skills
- Create awareness of the importance of listening, questioning & suspending judgement
- Practice communications skills
- Practice conflict coaching skills



# Communication

- Listening skills
- Questioning
- Reframing
- Thinking



# Effective Communication

## ■ Active Listening

- ☐ Focus on words
- ☐ Body Language
- ☐ Pitch and Tone
- ☐ Eliminate distractions
- ☐ Listen for details
- ☐ Timing, Volume, Speech Patterns
- ☐ Non-Verbal Information (sighs/pauses)
- ☐ Focus on how the Speaker is reacting
- ☐ Question for clarification
- ☐ summarise



# Real Listening is:

- More than just hearing what someone is saying
- Entertaining ideas, thoughts and points of view of the other person
- Understanding, but not necessarily agreeing with, the other person's point of view



# Good Listeners:

- Suspend their own opinion
- Don't:
  - Load up (get ready to fire back)
  - Glaze over (the lights are on, but no one is home syndrome)
- Allow silence
- Don't interrupt the other person

# Statistics

- Humans have 5 times more capacity to listen than to speak
- 4/5 of our minds have the opportunity to wander while we are listening to someone
- We tend to spend this time formulating responses based on our own preconceived notions
- We only retain 30% of what was said, and only remember  $\frac{1}{2}$  of that
- We spend 47% of our time writing, typing, speaking or reading....
- ...And 53% of our time listening to others



# Open-Ended Questions

- ☐ Tell me more about how you see this ?...
- ☐ Can you tell me more about ...?
- ☐ What are alternatives you' ve thought about?
- ☐ What do you mean by ...?
- ☐ What are some good things about that idea?





# Framing and Reframing

## ■ Framing

- The manner in which a conflict situation, issue or interest is conceptualised or defined.

## ■ Reframing

- The process of changing (redefining) how a person or a party to a conflict conceptualises his or her own, or another's, attitudes, behaviours, issues or interests; or how the structure of a situation is defined.



# Pre-Emptying

Mediators and negotiators by their words can help shift people's perceptions of reality to enable them to consider alternative perspectives and solutions.

## ■ examples

- ☐ “ You both love your children”
- ☐ “You both want the company to be successful”




# Perceptions in Communicating

The way we think invariably influences the way we speak and act.

- ☐ Needs
- ☐ Wants/Expectations
- ☐ Professional Skills
- ☐ Immediate task
- ☐ Focus
- ☐ Stereotypes
- ☐ Anxiety
- ☐ Anger
- ☐ Culture
- ☐ Personality


# Edward De Bono's Six Hats

## White Hat thinking

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- This covers facts, figures, information needs and gaps. "I think we need some white hat thinking at this point..." means "Let's drop the arguments and proposals, and look at the data base."

# The Hats

## Red Hat thinking

-  This covers intuition, feelings and emotions. The red hat allows the thinker to put forward an intuition without any need to justify it. "Putting on my red hat, I think this is a terrible proposal."


# The Hats

## Black Hat thinking

- This is the hat of judgment and caution. The black hat is used to point out why a suggestion does not fit the facts, the available experience, the system in use, or the policy that is being followed.

# The Hats

## Yellow Hat thinking

-  This is the logical positive. Why something will work and why it will offer benefits. It can be used in looking forward to the results of some proposed action, but can also be used to find something of value in what has already happened.

# The Hats

## Green Hat thinking

- This is the hat of creativity, alternatives, proposals, what is interesting, provocations and changes.



# The Hats

## Blue Hat thinking

- This is the overview or process control hat. It looks not at the subject itself but at the 'thinking' about the subject. "Putting on my blue hat, I feel we should do some more green hat thinking at this point."



# Portrait of a Peacemaker

“Persons who make peace by settling the disagreements of others”